

Opening a case with Chubb-AXA Global Travel Assistance

Travelers who register their travel through the UC AWAY travel registration system or by purchasing airfare through ConnexUC (aka Connexus) receive a pre-travel email from Crisis24 that includes links to the travel insurance cards for *UC students* and *employees*.

<p>CHUBB</p> <p>For travel and medical assistance services, please call:</p> <p>Chubb-AXA Global Travel Assistance Program Inside US: +1-855-327-1420 Outside US: +1-630-694-9804 Email at: MedAssist-USA@AXA-Assistance.us</p> <p>Chubb-AXA Global Travel Assistance connects you with medical and security services when you are travelling internationally. AXA provides pre-travel information services.</p>	<p>CHUBB </p> <p>Organization: University of California (Student) Policy Number: N04223822</p> <hr/> <p>Notice to Physicians/Hospitals: Call Chubb-AXA Global Travel Assistance for 24/7 access to multilingual representatives who can provide billing assistance. Alternatively send email and include policy number and patient's legal name.</p> <hr/> <p>For info about travel insurance benefits, eligibility and claim status, contact Chubb USA Accident & Health Claims 7:30 am to 4:00 pm Mon-Fri EST (US). Email: ACEAandHClaims@chubb.com Phone: +1-800-336-0627 (within US) or +1-302-476-6194 (outside the US) Website: https://www.chubbclaims.com/ace/us-en/welcome.aspx</p> <p>This card does not exempt the holder from paying for medical care at the time of service.</p>
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Travelers or UC employees who open cases *on behalf of* travelers can do so by calling the phone number or sending an email using the contact information on the card. A phone call is the best way to open a new case. Emails sent to AXA may have up to a 24-hour response time, so calls are necessary when the need for assistance is urgent.

The info below will be requested when opening a new case, but unknown details can be added later. The most critical info is highlighted:

- **Travel Insurance Policy Number:**
 - UCEAP: N04834823
 - Student Off-campus: N04223822
 - UC Employee BTA: N04223810
 - Personal Travel: N04952029
 - Extension of Study Abroad: N04951980
- **Name** of the traveler/patient (First and last name)
- **Caller name** and relationship to traveler/patient (i.e. travelling companion, parent, UC employee/program administrator, medical provider)
- **Contact details:** Provide the traveler's *email address* and *phone number* if they are able to be reached by phone. **Please note:** AXA cannot use communication apps such as WhatsApp, Skype or Facebook Messenger to communicate with travelers, because all communication must be recorded by AXA. If the student can only communicate through a data plan (and does not have a local phone number or international calling plan) AXA may be limited to communication via email.
- **Current location** of traveler/patient (Country and City)
- **Reason for the call** (i.e. what is needed)
- If medical services are requested, the following is needed to verify travel insurance eligibility
 - Traveler/patient D.O.B (MM/DD/YY)
 - Diagnosis/Symptoms
 - Symptoms Onset Dates
 - Travel Dates
 - Participant address (full current address if medical services are needed)
- If the traveler/patient is already admitted to a medical facility:
 - Facility name
 - Facility Contact information
 - Any relevant medical information (diagnosis, medical records, admission date)

After a case is opened

Traveler/patients will be asked by AXA for consent to share information with UC. Until they provide that consent, UC will receive few case details from AXA.

A New Case Notification will be sent UCOP Risk Services and the relevant UC campus Risk Manager. It will only include the traveler's name and what kind of service has been requested (ex. inpatient, outpatient, med evac)

What happens after that is dependent on campus Risk Management protocols for international incidents. Discuss with your campus Risk Manager for additional information about whether they forward notifications, reach out to the student, etc.

If it is a complex case (mental illness decompensation or emergency medical situation), the Risk Manager or another UC employee may need to contact AXA by phone to get status updates if they are not receiving case updates in the timeframes needed to communicate with the family, other campus administrators, etc. The AXA case number will need to be provided, and any emails sent to MedAssist-USA@AXA-Assistance.us should have the case number in the Subject line of the email.

In cases involving inpatient hospitalization, AXA may be able to place a *Guarantee of Payment (GOP)*, so that the facility will bill AXA directly for the services provided, and AXA will facilitate claims submission to the insurance company and payment to the facility. Not all international hospitals agree to these arrangements. Travelers themselves are ultimately responsible for their medical costs and submitting the expenses for reimbursement consideration by the travel insurance company (Chubb, aka ACE).

Chubb-AXA Global Travel Assistance for University of California

1-855-327-1420 (from U.S. and Canada)

630-694-9804 (From outside the U.S.)

MedAssist-USA@AXA-Assistance.us